

**Grievance Officer (GO) and Ombudsman Office details of PMLI Branches as on Aug'23**

Sl. No.	Region / Zones	State	Location	City	Grievance Officer Name	GO Email ID	Branches Address	Ombudsman details
1	East	West Bengal	Gariahat, Kolkata	Kolkata	Ambar Hossain	ahossain1@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., Singhi Regency, 48 /1A , Gariahat Road, 1st Flr, Kolkotta - 700 019.	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
2	East	West Bengal	Kankurgachi, Kolkata	Kolkata	Anirban Rao	arao@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., "Kashi Niket", 1st Floor, # 190 C, Satin Sen Sarani, Kankurgachi, Kolkata - 700 054	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
3	East	West Bengal	Kolkata - Shakespere Sarani	Kolkata	Dipanwita Gupta	dgupta1@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., 1st & 2nd Floor, 20A Park Street, Kolkata 700016	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
4	East	West Bengal	Howrah	Kolkata	Anirudda Gunin	agunin@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., 1st Floor, Krishna Enclave, No 2/1, Bhajan Lal Lohia Lane, Salkia, Howrah-711101	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
5	East	West Bengal	Kharagpur	Kharagpur	Mayukh Prakash Sardar	msardar1@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., 3rd Floor, of MS Towers - 2, (Atwals Real Estate) OT Road, Inda, Kharagpur - 721 305, Paschim Medinipur, WB	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
6	East	West Bengal	Siliguri	Siliguri	Bappa Tapaswi	btapaswi2@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., SHRI RADHA APARTMENT, BLOCK B, 3RD FLOOR, ISCKON MANDIR ROAD, SILIGURI, DARJEELING- 734001	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in

7	East	West Bengal	Contai	Contai	Pijush Kanti Motilal	pmitilal@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., 1st Floor, Vill – Dhandighi, P.O + P.S, Contai Dist, East Midnapur, W.B. – 721401 (Contai)	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
8	East	Orissa	Rourkela	Rourkela	Sanjeev Kumar Nayak	snayak1@pnbmetlife.com	2nd Floor, Mahavir Complex, Near Ambedkar Chowk, Udit Nagar, Rourkela -769012  Odisha  India	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in
9	East	Orissa	Bhubaneswar	Khordha	Tapan Das	tdas5@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd, Office No 9, Block 1 & 2, 1st Floor, BMC Bhawani Mall, Saheednagar, Bhubaneswar-751007	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in
10	East	Orissa	Sambalpur	Sambalpur	Dilip Kumar Tripathy	kdilip@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., 2nd floor, "Ruparel Complex", Fatak (Opp. SBI Budharaja, PO: Budharaja, Sambalpur - 768 004. (Orissa)	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in
11	East	Orissa	Cuttack	Cuttack	Rajendra Kumar Mallick	rkumarmallic@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., 1st Floor, Gajanan Complex, Dolamundai Post, Buxibazar, Cuttack – 753001, Orissa	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in
12	East	Jharkhand	Ranchi	Ranchi	Tapas Ghosh	tapas.k.ghosh@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., Sunrise Forum, 2nd Floor, Unit No. 205, Burdwan Compound, Lalpur, Ranchi - 834001	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in
13	East	Jharkhand	Jamshedpur	Jamshedpur	Sujit Ghosh	sujit.ghosh@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., Bhadani Trade Centre, 2nd Floor, Line no 3, Sakchi Boulevard Area, Bistupur, Jamshedpur, Jharkhand-831001	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in

14	East	Jharkhand	Deoghar	B Deoghar	Ujjwal Kumar	ujjwal.kumar@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., 2nd Floor, Kamalalaya Centre, SSM Jalan Road, Po: B. Deoghar, Castairs Town, Jharkhand-814112	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in
15	East	Bihar	Patna	Patna	Satish Kumar	skumar79@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., 3rd floor, Unit no 304, Dukhan Ram Plaza Exhibition Road , PATNA – 800001	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in
16	East	Bihar	Gaya	Gaya	Gautam Mukherjee	gmukherjee@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., 4th Floor, OM Niwas, Lal Kothi Compound, Rai Kashinath More, Gaya 823001".	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in
17	East	Assam	Guwahati	Guwahati	Sumit Chakrabarty	schakrabart1@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd, 5th Floor, Office no. 502 & 503, Sri Kamakhya Tower, Christian Basti, G S Road, Guwahati - 781006	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in
18	East	Assam	Silchar	Silchar	Th Binod Singha	tsingha@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., Peroma Apartment, 1st Flor, Shyam Prasad Road, Shillong Patty, Silchar - 788001	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in
19	East	Assam	Jorhat	Jorhat	Pranjit Borah	pborah@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., 1st Floor, R. K. Mahabir Prasad, A.T. Road, Jorhat - 785001.	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in
20	East	Bihar	Chhapra	Chhapra	Abhishek Singh	abhishek.k.singh2@pnbmetlife.com	PNB MetLife India Insurance Company Limited.,1st Floor, Ganga Gopal Complex, Municipal Ckowk, Chapra - 841301.	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in

21	East	West Bengal	Baharampur	Baharampur	Mintu Saha	mintu.saha@pnbmetlife.com	PNB MetLife India Insurance Company Ltd. , Ground Floor,Sri Sri Nitananda Bhavan, Panchantal Dist Murshidabad,Baharampur – 742101	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
22	East	West Bengal	Kolkata-Dunlop	Kolkata Dunlop	Bapi Ghosh	bapi.ghosh@pnbmetlife.com	1St Floor, Kamdhenu Building At 301 Ashokgarh, Dunlop, Kolkata-700108, West Bengal.	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
23	East	Odisha	Balasore	Balasore	Mukulika Nayak	mukulika.nayak@pnbmetlife.com	4Th Floor, Asis Plaza, Ot Road, Police Line Square, Balasore - 756001	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in
24	East	Chattisgarh	Raipur	Raipur	Susanta Kumar Satapathy	skumarsatapa@pnbmetLife.com	PNB MetLife India Insurance Co. Ltd., Lalganga Midas, 2nd Floor, Unit No 201, Bilaspur Road, Fafadih, Raipur, Chattisgarh-492001	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
25	East	Madhya Pradesh	Bhopal	Bhopal	Nand Kishor Rao	nand.k.rao@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., 2nd Floor, Kay Kay Business Centre,133, Zone 1 MP Nagar, Bhopal, Pin- 462011	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
26	East	Madhya Pradesh	Indore	Indore	Sumit Dhande	sumit.dhande@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., Unit No. 113, 1st Floor, Bansi Trade Centre, Plot no. 581/5, M.G Road, Indore ,Madya Pradesh-452001.	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
27	East	Madhya Pradesh	Indore-A.B. Road	Indore	Rahul Kaushal	rahul.kaushal@pnbmetlife.com	Unit No. 405, 4Th Floor, Princes' Business Skypark Bearing Block No. 22, 23, & 24, Pu-3 Commercial Scheme 54, A.B Road, Indore - 452010	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in

28	East	Madhya Pradesh	Gwalior	Gwalior	Varsha Verma	vverma2@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., Unit No 3,1st Floor,Block - C, No -8, Alakananda Tower -2,City Center, Gwalior - 474001	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
29	East	Madhya Pradesh	Jabalpur	Jabalpur	Pramod Hudekar	phudekar@pnbmetlife.com	PNB MetLife India Insurance Co. Ltd., Office no 5,2nd Floor,46,Ahuja Tower,Napier Town, New Swami Dayanand Ward,jabalpur -482001	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
30	East	Madhya Pradesh	Sehore	Sehore	Harish Pratap Singh	harish.p.singh@pnbmetlife.com	First Floor, Unit-A, Aditi Apartments, Plot No. 3, Near Jaiswal Hospital, New Bus Stand, Sehore – 466001	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in